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Citibank® Commercial Cards
CitiDirect® Card Management System

What's New in Release 4.3
October 9, 2005

The CitiDirect® Card Management System Release 4.3 was implemented for an effective date of Sunday, October 9, 2005. This release includes enhanced features for Cardholders, Approving Officials and Agency/Organization Program Coordinators. Please read further for all of the details

NEW AND ENHANCED FEATURES!!

Attention: Cardholders and Approving Officials

STATEMENT TRANSACTION DETAIL – MCC – Merchant Category Code
The transaction detail displayed on the statement view has been enhanced to display the MCC and the more appropriate MCC description. Previous display of this information was by a MCC grouping and was not as specific in the descriptions.

DISPUTE RESOLUTION EMAILS TO CARDHOLDERS
To compliment existing communications made to cardholders when their transaction disputes have been resolved, we now have a feature that sends an email to the cardholder notifying them of the dispute resolution. If your agency has elected to use this option, it is imperative for each cardholder to ensure we have the proper email address by going to Assistance – Change Email Address and providing updates as necessary.

REALLOCATON – ALTERNATE ASC REASSIGNMENTS
In the event a cardholder has their card lost or stolen and is using CitiDirect for transaction reallocation, they must reallocate transactions on their prior account and their new account. In the past, AOPCs were not able to make changes to alternate ASCs (or LOAs) once the prior account is closed. A change has been made to CitiDirect to allow the AOPC to make changes to the alternate ASCs or LOAs assigned to the account regardless of the lost/stolen status that will enable the cardholder to complete the appropriate transaction reallocations.
This feature is also available for Department of Navy and their alternate LOAs.

Attention: Agency/Organization Program Coordinators

CARD MANAGEMENT – REASSIGN ALTERNATE ASCs or LOAs
When a cardholder reports their card as lost or stolen a new account number is set up. The old account number is closed and thus carries an Account Status that does not permit account maintenance. This restriction included no changes to the alternate ASCs since that is performed through the Account Management – Modify Account screen. The action buttons on this screen were disabled since the account was closed. Even though the old account is closed there is the

last remaining cycle that may have posted transactions that still need to be reallocated and may require the re-assignment of alternate ASCs.

AOPCs may access the old account through the Modify Account screen and will notice that the REASSIGN button is now enabled for ASC reassignments.

This feature is also available for Department of Navy and their alternate LOAs.

STATE CODE LISTING

The State Code drop down listing in ACCOUNT MANAGEMENT screens and HIERACHY screens have been revised to reflect only valid state code values. The program logic previously used to populate this table has been revised so that the values are derived from a static table of valid state codes. This change improves the AOPC experience since the drop down menu is more concise and only contains valid values.

SOCIAL SECURITY NUMBER FIELD CHANGES

Changes regarding the collection and display of the Social Security Number on cardholder accounts have been made with this release.

Account Modify/Account View Screens

As a matter of data protection, the SSN field on all Account Modify or Account View screens has been removed.   The field label will not appear and the field value will not be displayed. If there is a need for an AOPC to perform maintenance on the SSN field they will need to submit either a paper maintenance form or a bulk maintenance file.

Travel Individually Billed New Account Screens

For TIB new account set-ups the SSN field is now identified as a Mandatory field with the * asterisk preceding the field label. The AOPC must provide a value in this field before clicking SUBMIT. The value keyed in the SSN field will pre-populate in the secondary screen that is presented for Travel Individually Billed new account set-ups.

Centrally Billed (Purchase and Travel CB) New Account Screens

For centrally billed new account set-ups the SSN field continues to be displayed as an optional field (no * asterisk). When the AOPC clicks SUBMIT and they did not key in anything in the SSN field they will get a pop up message. The AOPC should then key in, at a minimum, the last 4 digits of the SSN in order to proceed and SUBMIT the new account set up.

DISPUTE RESOLUTION EMAIL NOTIFICATIONS

To compliment existing communications made to cardholders when their disputes have been resolved, we have added a configuration option for sending an email to the cardholder from CitiDirect. This feature is currently turned on for Department of Navy only, but is available to any/all other agencies at their request. When a dispute is resolved CitiDirect currently receives record of the resolution and updates the Dispute Log. If this optional feature is turned on, and an email address is populated on the cardholder account, an email will be sent to the cardholder advising them that the dispute has been resolved in favor of the merchant or in favor of the cardholder. This option can be offered to any agency set up on CitiDirect regardless if the cardholder has access to CitiDirect and regardless of how the dispute was submitted (doesn't matter if they submitted it via CitiDirect or by sending a paper dispute form into Customer Service). The senior AOPC for any agency interested in having this feature turned on should contact their Citibank Solutions Engineer.

<u>Attention: Department of Navy APCs</u>

LOA SUB-ALLOTMENT FIELD DEFAULT
When a new LOA is created and the APC saves the LOA, a system validation is performed on the contents of the LOA. The validation rules have been revised to allow a space as a valid value in the Sub-Allotment field. The LOA will be stored in the database with the space or a blank. This will eliminate the occurrence of rejects and streamline the user experience.

LOA BULK DELETE/UNDELETE
For greater ease in the management of LOAs a new sub-menu has been created under the LOA Management menu. APCs can perform a single action to delete multiple LOAs or to undelete multiple LOAs.

Within this submenu the APC can identify an LOA or a portion of an LOA or an LOA description as the search criteria. The search results will display any LOA that is not assigned to any account or is only assigned to accounts that are closed. From this screen the APC can view all of the eligible LOA's that the user is allowed to delete based on their privileges, select the LOA's one by one, select all of the LOA's on the page by means of the check box in the column heading, unselect the LOA's and delete the selected LOA's. After the delete action the selected LOA's will not be shown. Search criteria boxes will be displayed above the LOA and Description column where the user will be able to enter a substring of the respective item to display all such entries that "Contain" the substring. Please note the substring could be at the beginning, at the end or in the middle of the respective element. The search criteria are also cumulative i.e. if a substring exists in LOA and Description, both will apply on the display with an AND operator. By clicking on the heading for LOA or Description the user will be able to change the sort order of the displayed entries. The default order will be by LOA ascending.

HELP FILES
The On Line Help section has been updated to reflect the changes in functionality that have been described above in this latest version of CitiDirect.

Note: Please refer to the Online Help for more detail, or contact the CitiDirect Help Desk toll free at 1-800-790-7206 option 2, for further assistance.